



Network Manager
nominated by
the European Commission



Service Management

NM B2B Web Services Technical Forum 5.0
11/12 June 2018

New User Model

n-CONNECT

Service Management Enablers

B2B Playground

NM B2B Web Services SLA

n-CONNECT

The European ATM Portal

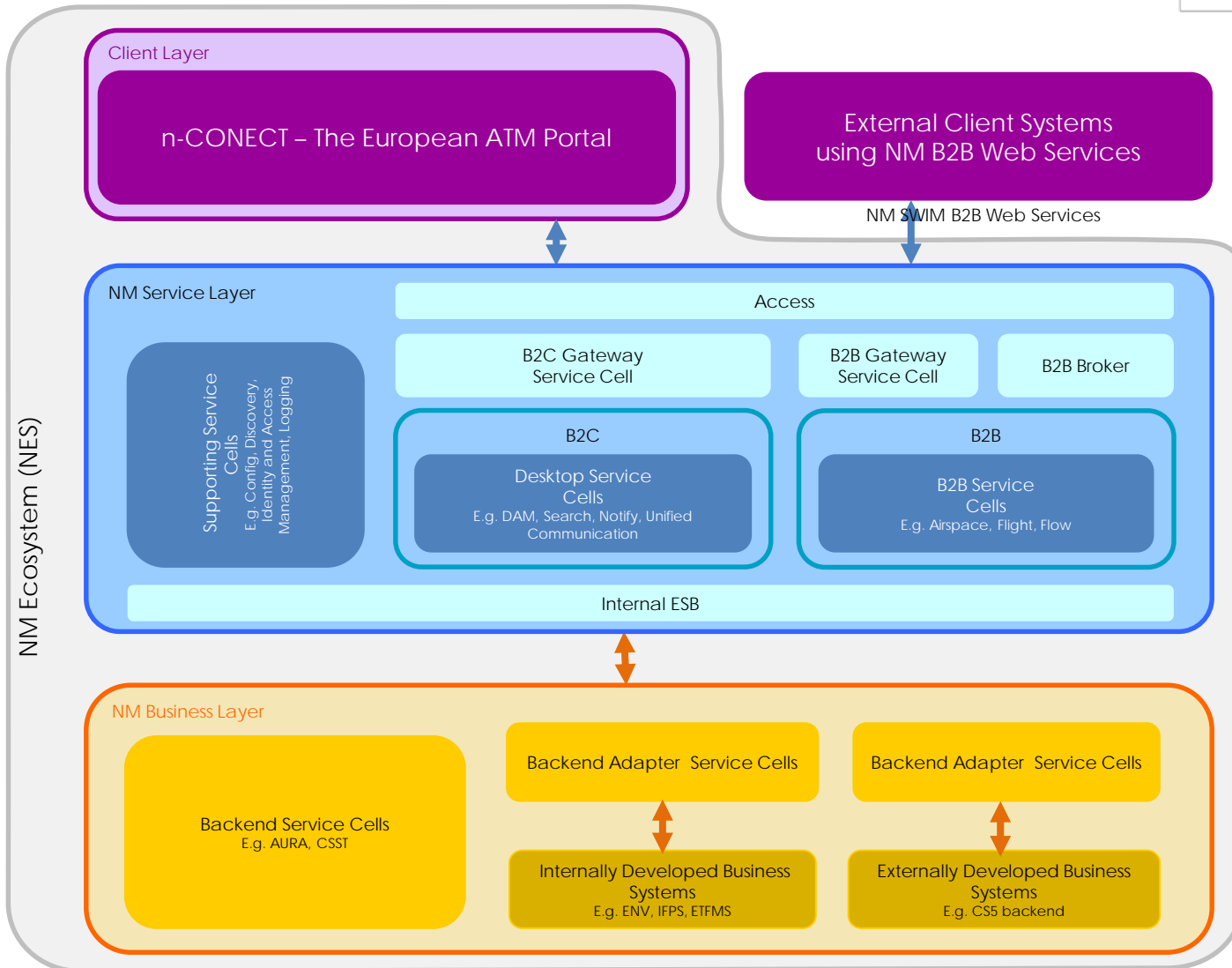
for human collaboration enabling
a pan-European Virtual Ops Room
via a web browser

NM B2B Web Services

for system to system information
exchange through a standard API
in line with the SESAR SWIM Yellow
Profile

Service Management

The NM Ecosystem (NES)



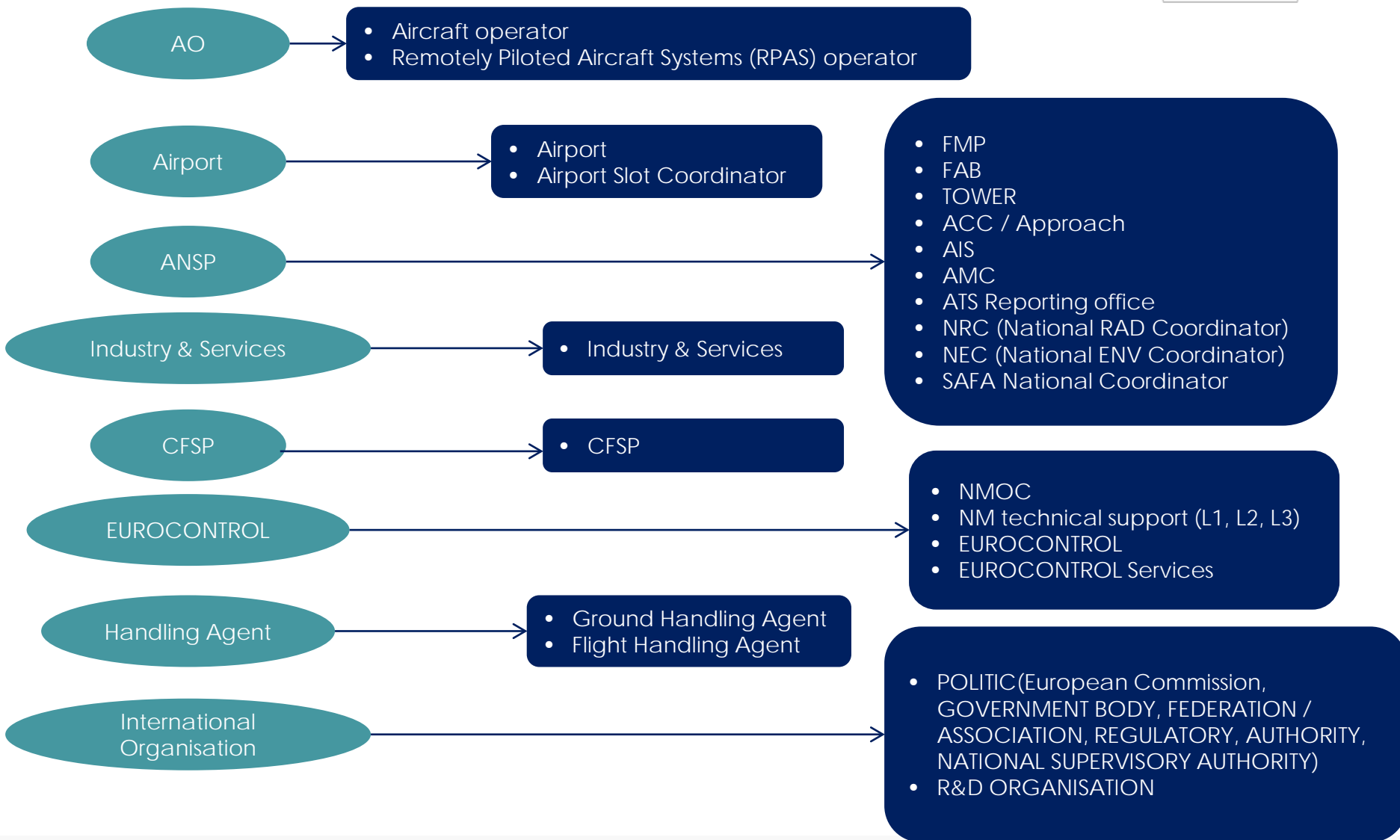
User Model

User Model Overview

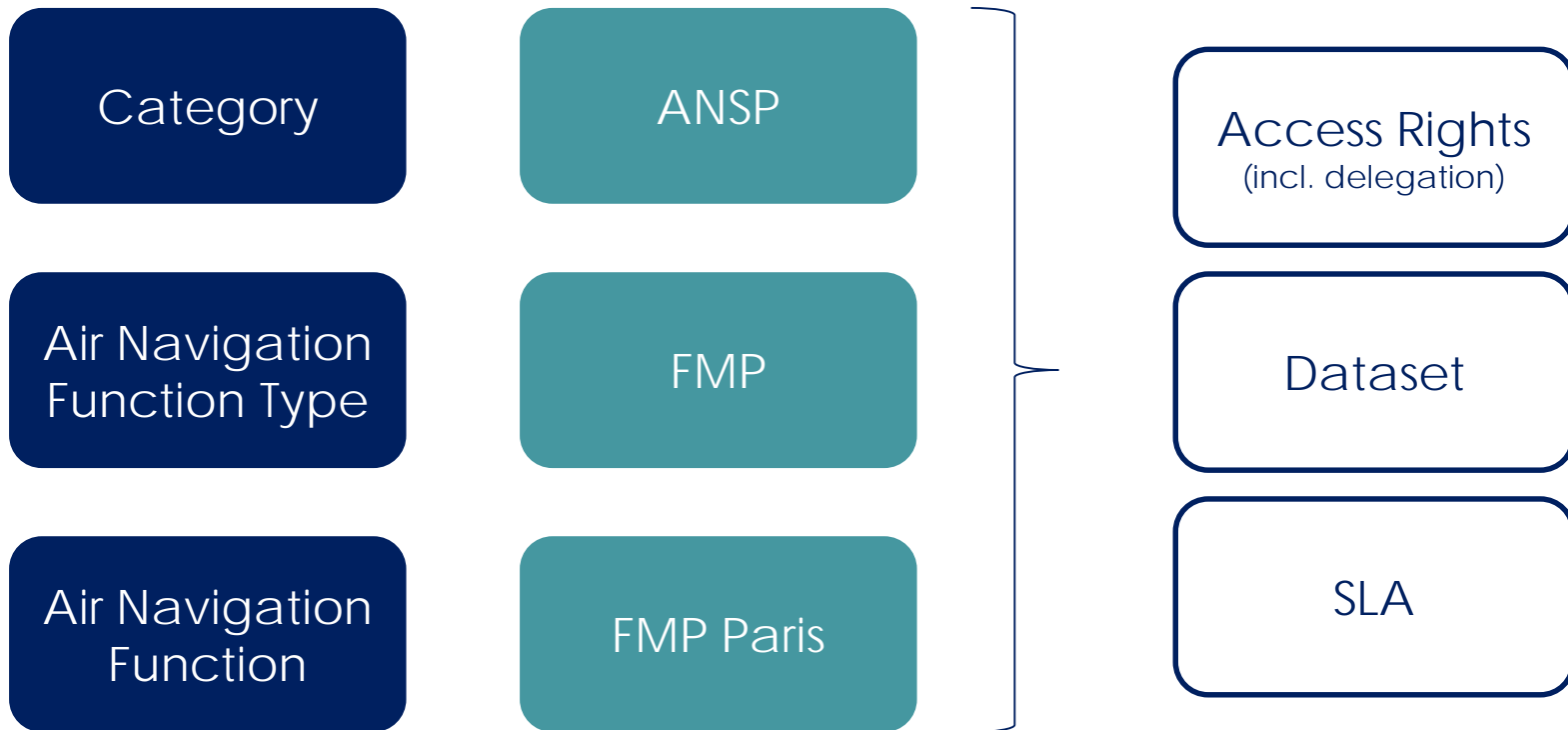
- Current NM B2B Web Services user profile setup is limited
- Based on history and organically grown
- Profile are mixing organisation types and services
 - FMP
 - Flight Plan Filing

- Setting up a proper Service Management framework requires an overhaul of the NM B2B Web Services User Model

User Model Overview

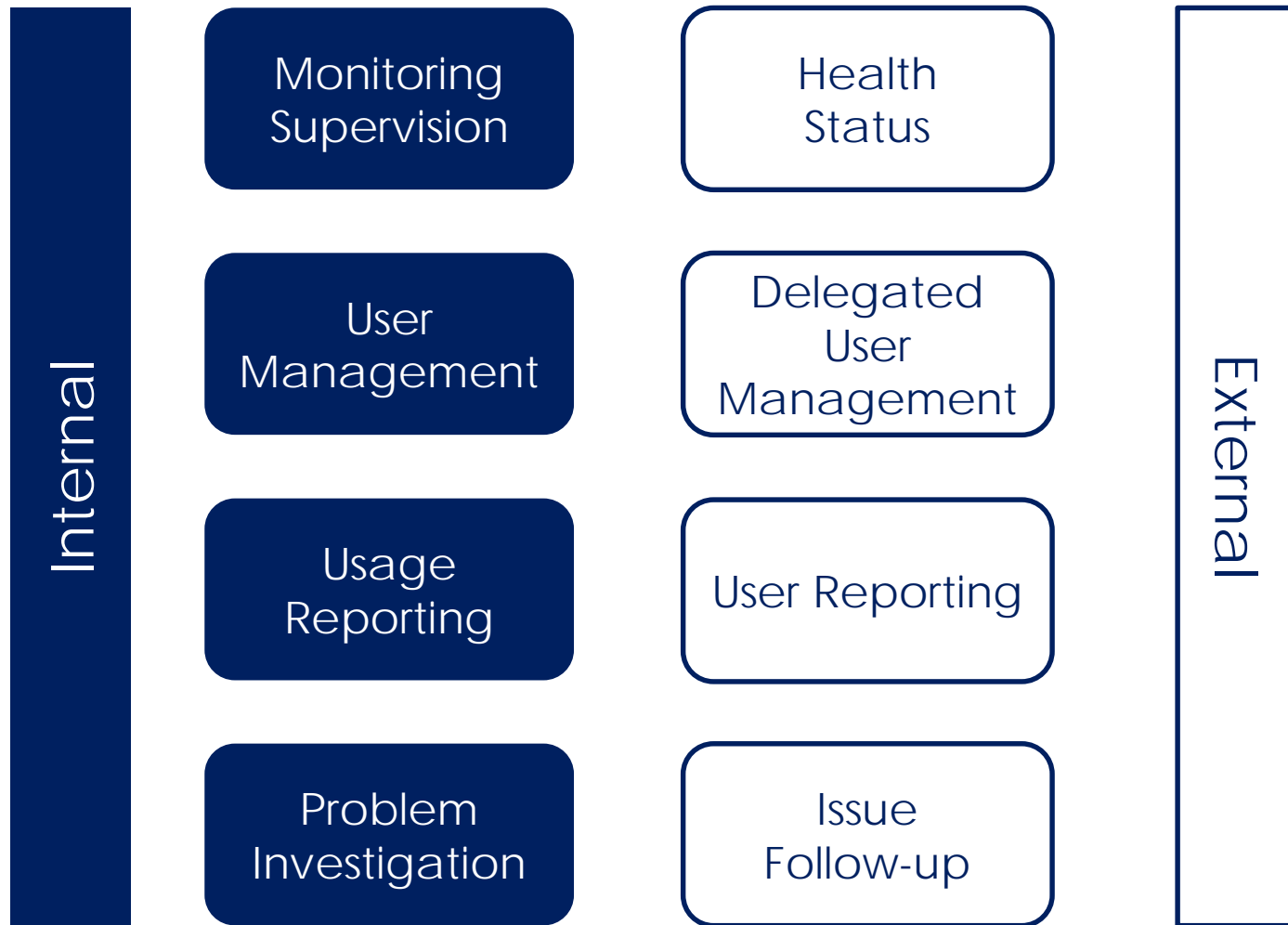


User Model Overview



Service Management Enablers

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B2B Playground

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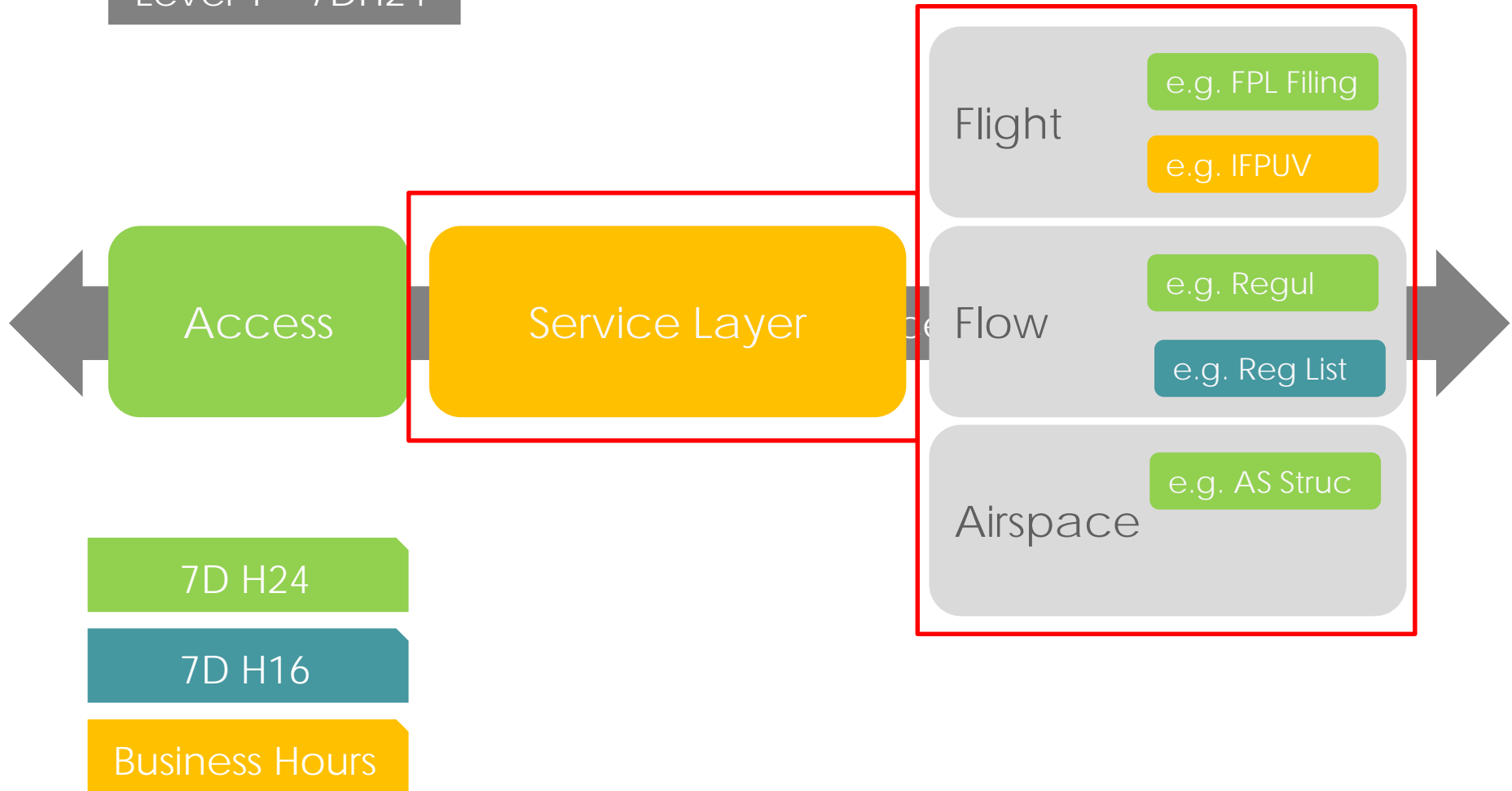


Service Level Agreement
Support Structure
Dataset
Hosting Environment

Service Level Agreement

Current Support Levels

Level 1 – 7DH24



Service Level Agreements

Service State

- Normal
- Contingency
- Maintenance

Platform

- OPS
- PreOPS
- Other

Access

- Internet
- PENS
- Other

Network

- Normal
- Crisis

Service Usage Policy (bandwidth quota, service usage quota)

Service Levels (availability, performance)

SLA

Conclusion

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